

MANUFACTURING EXTENSION PARTNERSHIP

Success Stories from the Field

Camel Manufacturing Co. Inc.

Tennessee Manufacturing Extension Partnership

Camel Manufacturing Grows Business Through Iso Standards Compliance

Client Profile:

Camel Manufacturing Company manufactures tents and other sewn goods for the Department of Defense (DoD). The company is privately, family owned and employs about 200 people in Pioneer, Tennessee.

Situation:

Camel Manufacturing was told by DoD contract inspectors that the government was rapidly converting to a preference for ISO registered contractors. Further, they informed the company that if it did not start to make a move toward ISO registration, it would certainly become less competitive for government contracts. Camel Manufacturing needed to know where it stood with regard to the ISO standard and needed a game plan to become registered. The company contacted the Tennessee Manufacturing Extension Partnership (TMEP), a NIST MEP network affiliate, for assistance.

Solution:

TMEP conducted a detailed ISO 9000 gap analysis for Camel Manufacturing and provided company management with a comprehensive report of findings in addition to a plan for how they could achieve ISO 9000 registration. By identifying its areas of noncompliance and taking steps to begin to address them, Camel has proven itself a leader in the military textile industry. The company hopes to achieve full ISO 9000 certification in 2003.

In the meantime, based on the good-faith effort demonstrated by the company in undertaking this project, Camel was able to compete for additional defense contracts, and received a contract award in excess of \$5 million that is specifically attributable to this project.

Results:

Began ISO 9000 compliance project.

Obtained a new contract based on good-faith effort.

Increased sales by \$5 million and anticipate sales increases of \$5 million for the second and subsequent years.

Planning to add 50-100 new employees to meet increased activity.

Made a new capital investment of approximately \$100,000.

Testimonial:

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“The focus of the ISO 9000 gap assessment rendered by the Tennessee Manufacturing Extension Partnership has been instrumental in directing Camel Manufacturing towards an ISO 9000 system. By being ISO 9000 compliant, Camel will help ensure itself of future contracts, which require that the systems be in place. This in turn will make certain that Camel Manufacturing retains current employees and be essential for future growth.”

Michael Sanders, Quality Manager